

**Policy Memo:** 1-4-2012

**Memo Name:** ADC Changes in ID and Payment  
Medicaid Health Plan Cards as ID  
Collection of Medicaid Numbers

☐ Policy Clarification

☐ Policy Change

☒ New Policy

**Effective Date:** August 1, 2012

**Policy Effective Until:** Ongoing

**Policy Memo Effective Until:** Procedure is approved by USDA.

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### ADC Changes in ID and Payment

Nebraska's ADC program is changing how recipients receive payments beginning on August 1, 2012. On that date everyone receiving ADC will have their monthly payments direct deposited or loaded to a US Bank card.

The new bank cards will contain the responsible adults name and the issue date. A sample of the card is below.



#### What does this mean for WIC?

This will change how WIC documents proof of ADC participation. ADC check stubs will no longer be available to use as proof of residency and income.

#### Can I use the US Bank card as proof of ADC participation?

No, the US Bank card cannot be used as proof of ADC participation. The card is issued one time and does not contain an expiration date.

**Can I accept the US Bank card as proof of residency?**

No, the US Bank card cannot be used as proof of residency.

**Can the US Bank card be used as ID?**

No, the US Bank card cannot be used as ID.

**What do I use in clinic for proof of ADC participation after August 1st?**

Clients need to show the *Notice of Action* that was mailed to them by DHHS at the time they were notified of their eligibility. The *Notice of Action* contains the name(s) of all participants for each adjunctive eligible program, the dates of eligibility and amount of benefits. Eligibility is determined every 12 months unless there is a change.

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**Notice of Action**

**What is the Notice of Action?**

The *Notice of Action* is a document which is mailed to recipients to notify them of their eligibility/ineligibility for benefits from all programs determined through Access Nebraska. These programs include Medicaid, Kids Connection, SNAP and ADC. The Notice of Action contains the name(s) of all participants, the date of eligibility/ineligibility, program status and the amount of benefits for each program they are eligible for. A sample Notice of Action is included with this memo.

**Can I Use the Notice of Action as Proof for Medicaid, ADC and SNAP Participation?**

Yes, A printed Notice of Action or viewing one on line which shows the client is receiving benefits from one or more adjunctive eligible programs is considered valid proof.

**Can the Notice of Action be Used as ID?**

Yes, the Notice of Action can be used as proof of identification for the persons listed on the notice.

**Can the Notice of Action be Accepted as Proof of Residency?**

The Notice can only be used as proof of residency when the mail date shown on the notice is within the past 30 days.

**What do I do if they don't have, or lost the original Notice of Action?**

All ADC, Medicaid and SNAP participants have the ability to go to the Access Nebraska web site and view or print a copy of the document. The link to the site is:

<https://dhhs-access-neb-menu.ne.gov/start/?tl=en>

WIC clinics that have internet access can ask the client to access their document at the site shown above. WIC staff may view the document and this will serve as proof of participation, ID and residency. A job aid showing how to use the Access Nebraska site is included with this policy memo.

In order to view benefits online, clients will need to set up their Access Nebraska account prior to their appointment, using the PIN, (personal identification number), they received in the mail. PIN's are mailed to everyone at the time of eligibility determination. For those clients who have a PIN, setting up an account will only take a few minutes. Clients, who lost or threw away their PIN, will need to get a new number, which can take up to week. When scheduling certification

appointments, staff should let clients know to set up their Access Nebraska account prior to their WIC appointment. A handout to give to clients who may need to request a PIN is included with this memo. The handout is printed with English on one side and Spanish on the other. A supply of these handouts for use with clients will be sent to every agency before the end of July.

WIC clinics that do not have web access need to remind clients of the importance of bringing the document to their certification appointment. Clients should be told that if they do not bring the document to their appointment, the appointment will be stopped and they will not receive benefits.

**What if the WIC client cannot print the Notice of Action at their home?**

They can access and print the document at kiosks located at many local DHHS offices. Locations of kiosks can be found at:

[http://dhhs.ne.gov/children\\_family\\_services/AccessNebraska/Documents/kiosks.pdf](http://dhhs.ne.gov/children_family_services/AccessNebraska/Documents/kiosks.pdf)

OR

Many community partners around the state will provide assistance by allowing clients to use computers to access and print their *Notice of Action*. Community partners may be found by city or county at:

[http://dhhs.ne.gov/children\\_family\\_services/AccessNebraska/Pages/Accessnebraska\\_partnersgrid.aspx](http://dhhs.ne.gov/children_family_services/AccessNebraska/Pages/Accessnebraska_partnersgrid.aspx)

The web site will be updated with over 200 new partners across the state in the coming weeks. Keep checking for new partners in your service area.

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**Using Medicaid Health Plan Cards as ID**

Health plan cards provided to Medicaid recipients by Coventry Care, Arbor Health and United Health Care are not acceptable as proof of ID or proof of participation in Medicaid for WIC purposes.

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**Collecting Medicaid Numbers**

WIC may collect Medicaid numbers for use in determining adjunct income eligibility at future certification visits where clients forget to bring their Medicaid card.

The number may be written on the clients signature form.

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